




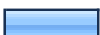

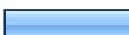
















## 1. Please identify the country of origin of the respondent?

		Response Percent	Response Count
The Netherlands		15,4%	21
Turkey		19,1%	26
Bulgaria		14,7%	20
<b>Italy</b>		<b>20,6%</b>	<b>28</b>
Croatia		15,4%	21
Greece		14,7%	20
Other		0,0%	0
<b>answered question</b>			<b>136</b>
<b>skipped question</b>			<b>18</b>

## 2. Please identify the field of operation of your company?

		Response Percent	Response Count
Mining and quarrying		2,6%	4
Manufacture of food products, beverages and tobacco		19,7%	30
Manufacture of textiles and textile products		13,2%	20
Manufacture of leather and leather products		3,3%	5
Manufacture of wood and wood products		5,3%	8
Manufacture of pulp, paper and paper products; publishing and printing		5,9%	9
Manufacture of coke, refined petroleum products and nuclear fuel		0,0%	0
Manufacture of chemicals, chemical products and man-made fibres		2,6%	4
Manufacture of rubber and plastic products		3,9%	6
Manufacture of other non-metallic mineral products		0,7%	1
Manufacture of basic metals and fabricated metal products		2,0%	3
Manufacture of machinery and equipment		10,5%	16
Manufacture of electrical and optical equipment		4,6%	7
Manufacture of transport equipment		3,3%	5
Construction		2,6%	4
Wholesale and retail trade		3,9%	6
<b>Other (please specify)</b>		<b>23,7%</b>	<b>36</b>

answered question	152
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skipped question	2
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### 3. What is the main product or service of your company?

	Response Count
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	148
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answered question	148
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skipped question	6
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### 4. When was the company established?


	Response Percent	Response Count
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before 1980		23,5%	36
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1981-1985		7,2%	11
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1986-1990		7,2%	11
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1991-1995		13,1%	20
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1996-2000		16,3%	25
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2001-2005		15,0%	23
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2006-2010		14,4%	22
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after 2011		3,3%	5
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Other (please specify)			2
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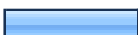
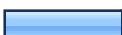



answered question	153
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skipped question	1
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## 5. Where is your business located?

		Response Percent	Response Count
Province		37,7%	57
District		18,5%	28
City		43,7%	66
	Other (please specify)		2
		<b>answered question</b>	<b>151</b>
		<b>skipped question</b>	<b>3</b>

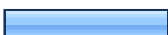


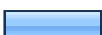

## 6. What is the total number of employees in your company?

		Response Percent	Response Count
1-9		26,3%	40
10-19		17,1%	26
20-49		21,1%	32
50-99		18,4%	28
100-149		7,9%	12
150-199		1,3%	2
above 200		7,9%	12
		<b>answered question</b>	<b>152</b>
		<b>skipped question</b>	<b>2</b>







## 7. What is the number of the administrative staff in your company?

		Response Percent	Response Count
1-5		64,2%	95
6-10		21,6%	32
11-25		10,8%	16
more than 25		3,4%	5
<b>answered question</b>			<b>148</b>
<b>skipped question</b>			<b>6</b>

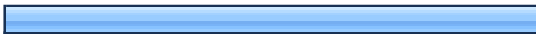

## 8. What is the average annual turnover of your company?

		Response Percent	Response Count
Less than 250,000 Euro		26,0%	38
251,000-500,000 Euro		13,7%	20
<b>501,000-2,500,000 Euro</b>		<b>26,7%</b>	<b>39</b>
2,500,000-5,000,000 Euro		15,1%	22
more than 5,000,000 Euro		18,5%	27
Other (please specify)			3
<b>answered question</b>			<b>146</b>
<b>skipped question</b>			<b>8</b>







## 9. Who are the major competitors of your company?

		Response Percent	Response Count
No competitors		7,6%	11
Small local companies in the region		26,2%	38
Large local companies in the region		32,4%	47
<b>Large national companies</b>		<b>46,9%</b>	<b>68</b>
Foreign investors in the country		4,1%	6
Transnational/Multinational companies		29,0%	42
	Other (please specify)		6
<b>answered question</b>			<b>145</b>
<b>skipped question</b>			<b>9</b>




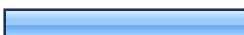

## 10. Do your company export or tend to export their products or services?

		Response Percent	Response Count
Yes		86,3%	132
No		13,7%	21
<b>answered question</b>			<b>153</b>
<b>skipped question</b>			<b>1</b>




## 11. What are the target markets of your company?

		Response Percent	Response Count
Domestic market		60,1%	89
<b>European Union</b>		<b>82,4%</b>	<b>122</b>
Asia		23,0%	34
USA		27,7%	41
Africa		12,8%	19
Latin America		7,4%	11
	Other (please specify)		14
<b>answered question</b>			<b>148</b>
<b>skipped question</b>			<b>6</b>

## 12. What foreign languages do the administrative staff speak?

		Response Percent	Response Count
None		7,2%	11
<b>English</b>		<b>91,5%</b>	<b>140</b>
French		21,6%	33
German		38,6%	59
Italian		11,1%	17
	Other (please specify)		15
<b>answered question</b>			<b>153</b>
<b>skipped question</b>			<b>1</b>

### 13. Are the products or services of your company certified?

		Response Percent	Response Count
Yes		55,6%	84
No		42,4%	64
Ongoing certification procedures		2,0%	3

If you have checked "Yes" or "Ongoing certification procedures" as an answer, please specify the certification(s) that are already awarded or tend to be awarded to your company.

37











answered question

151

skipped question


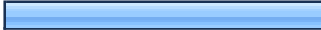


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### 14. What is the volume of export of your company per year? (Please skip the question, if it is not relevant to your company.)

		Response Percent	Response Count
up to 10%		27,8%	35
11% - 20%		10,3%	13
21% - 30%		7,9%	10
31% - 40%		12,7%	16
41% - 50%		8,7%	11
51% - 60%		7,9%	10
61% - 70%		7,9%	10
71% - 80%		6,3%	8
81% - 90%		3,2%	4
91% - 100%		7,1%	9
		answered question	126
		skipped question	28





## 15. What export channels do the company exploit or tend to exploit?

		Response Percent	Response Count
Directly to end customers abroad		41,0%	41
<b>Directly to wholesalers abroad</b>		<b>51,0%</b>	<b>51</b>
Through a company representative office on the target market(s)		14,0%	14
Through an agent		30,0%	30
	Other (please specify)		6




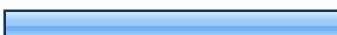
answered question 100

skipped question 54





## 16. Do your company have a separate Export Unit?

		Response Percent	Response Count
Yes		34,0%	50
<b>No</b>		<b>66,0%</b>	<b>97</b>
	answered question		147
	skipped question		7

### 17. How often do your company train or tend to train their staff responsible for the export operations?

		Response Percent	Response Count
Once a year		29,4%	42
Twice a year		8,4%	12
Quarterly		8,4%	12
<b>No such training has been provided</b>		<b>53,8%</b>	<b>77</b>
	Other (please specify)		3
	<b>answered question</b>		<b>143</b>
	<b>skipped question</b>		<b>11</b>












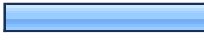




### 18. What training providers do you prefer to deliver the trainings to your staff responsible for the export operations?

		Response Percent	Response Count
Government bodies		23,4%	34
Private vocational training companies		46,9%	68
Public vocational training organisations		34,5%	50
<b>independent consultants/trainers</b>		<b>57,9%</b>	<b>84</b>
	Other (please specify)		1
	<b>answered question</b>		<b>145</b>
	<b>skipped question</b>		<b>9</b>



## 19. Do your company participate in International Trade Fairs and Exhibitions?

		Response Percent	Response Count
Once a year		25,4%	36
<b>Occasionally</b>		<b>40,1%</b>	<b>57</b>
Never		34,5%	49
	Other (please specify)		11
<b>answered question</b>			<b>142</b>
<b>skipped question</b>			<b>12</b>

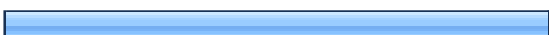


## 20. What are the top 5 thematic areas you consider most important to improve the export performance of your company?

		Response Percent	Response Count
Internationalisation		28,9%	43
Foreign trade basics		18,8%	28
International trade documentation		26,2%	39
Quality certification		30,9%	46
E-commerce		36,9%	55
Common disputes in international trade and dispute settlement		13,4%	20
Participation in international fairs and exhibitions		43,0%	64
Techniques of international trade negotiations		26,8%	40
<b>Marketing strategies in foreign trade</b>		<b>51,0%</b>	<b>76</b>
Market research techniques		45,6%	68
Pricing		40,9%	61
Logistics and transportation		32,2%	48
Export financing		32,2%	48
Getting started in export marketing		15,4%	23
Packaging and labelling		10,1%	15
Export Insurance		10,7%	16
	Other (please specify)		2
<b>answered question</b>			<b>149</b>
<b>skipped question</b>			<b>5</b>



## 21. Is the company secured by a reliable Internet connection?

		Response Percent	Response Count
Yes		99,3%	152
No		0,7%	1
Comment			0
<b>answered question</b>			<b>153</b>
<b>skipped question</b>			<b>1</b>



## 22. Do the company have a website?

		Response Percent	Response Count
Yes		88,1%	133
No		6,6%	10
Under development		5,3%	8
<b>answered question</b>			<b>151</b>
<b>skipped question</b>			<b>3</b>



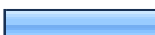



## 23. Do the company have a separate ICT Unit and staff?

		Response Percent	Response Count
Yes		16,3%	24
No		83,7%	123
Other (please specify)			2
<b>answered question</b>			<b>147</b>
<b>skipped question</b>			<b>7</b>

## 24. Do the company perform e-commerce activities?

		Response Percent	Response Count
Yes		27,6%	42
No		72,4%	110
answered question			152
skipped question			2

## 25. How many employees are using computers for their daily activities?

		Response Percent	Response Count
None		2,0%	3
1 - 9		54,2%	83
10 - 19		24,2%	37
20 - 49		11,1%	17
50 - 99		2,6%	4
more than 100		5,9%	9
Other (please specify)			0
answered question			153
skipped question			1

## 26. Please indicate the position in the company of the person who has filled in the questionnaire?

	Response Count
	151
answered question	151
skipped question	3